

**SCHEDULE 23**

**CONTINUITY PLAN REQUIREMENTS**

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**MASTER SERVICES AGREEMENT**

**REGARDING**

**DIVISION OF FAMILY RESOURCES MODERNIZATION PROJECT**

**By and Between**

**THE STATE OF INDIANA,**

**ACTING ON BEHALF OF**

**THE FAMILY AND SOCIAL SERVICES ADMINISTRATION,**

**And**

**INTERNATIONAL BUSINESS MACHINES CORPORATION**

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## **SCHEDULE 23**

### **CONTINUITY PLAN REQUIREMENTS**

In connection with the development of the Continuity Plan required pursuant to Article 8 of the Master Services Agreement, Vendor shall incorporate, among other things, the following Disaster recovery time requirements in such Continuity Plan:

- (a) Recovery of the Services within twenty four (24) hours from the Disaster declaration (such recovery time objective being the “RTO”), as follows:
  - (1) Within twenty-four (24) hours from the Disaster declaration, Vendor will make available the Disaster Recovery Site; and
  - (2) Within seventy-two (72) hours from access to, or the shift of Vendor’s operations to, the Disaster Recovery Site, Vendor will restore the functional environment and the Services.
- (b) Backup up of all electronically stored Client Records and State Records used in the provision of the Services on a twenty-four (24) hour basis and transfer such backup data to the Continuity Plan Disaster Recovery Site; accordingly, Vendor data and State Client Data within Vendor’s Systems will be recoverable as of the point of the most recent backup.

These requirements are applicable to moving the Services to the other Major Service Center. If both Major Service Centers are not available, Vendor will provide disaster recovery services at an alternative recovery location other than the Major Service Centers as a Change.

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